HIX System Release Updates

Description: Release 26

Release date: December 15, 2022

On December 15, 2022, Release 26 was deployed in the online system at MAhealthconnector.org or commonly known as HIX. When you login on or after December 16th, you should make sure to clear your cache and cookies prior to opening up HIX.

This release will include the following updates:

- Continuing with an Application When HUB Services is Down
- Updates to Rental/Royalty and Farm/Fishing Income Questions
- Enhanced Application Flow
- Enhancement to MassHealth Adult Disability
- 3-Month Retro Coverage for Pregnant Individuals and Children
- Assister Portal Enhancement

Continuing with an Application When HUB Services is Down

In Release 25, HIX allowed users to proceed or gave an error message with instructions to contact customer service when HUB services were down. For example, if the service used to verify citizenship and immigration status was down, users received a message that they may continue with manual verification or exit the application and come back. If the user continued; this resulted in a Request for Information (RFI), since the system was unable to electronically verify the member's information.

Release 26 HIX will now have the capability to place a Program Determination (PD) in a **Suspend** status at initial application or when reporting certain changes when at least one of the HUB verification services used in the HIX application is unavailable. **Suspend** status means that HIX is not able to finalize eligibility due to unavailable data source information for an electronic match.

HIX will re-ping the HUB for specific information that was unavailable during the submission of the application.

- If within any of the re-pings, HUB responses that were unavailable while entering information into the application is now available, the system will redetermine eligibility with the information received.
- If the HUB services that were previously unavailable are still unavailable after several hours of re-ping, HIX will re-determine the eligibility based on the information available during that submission.

Figures 1
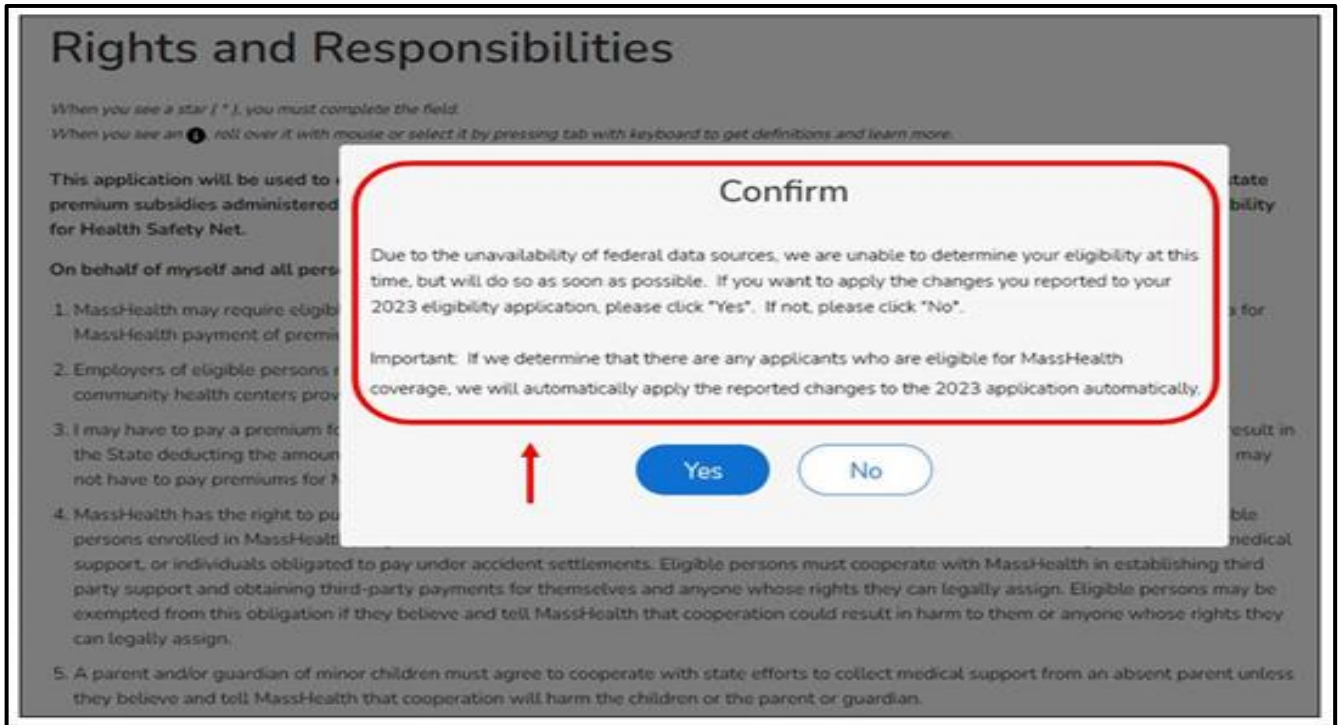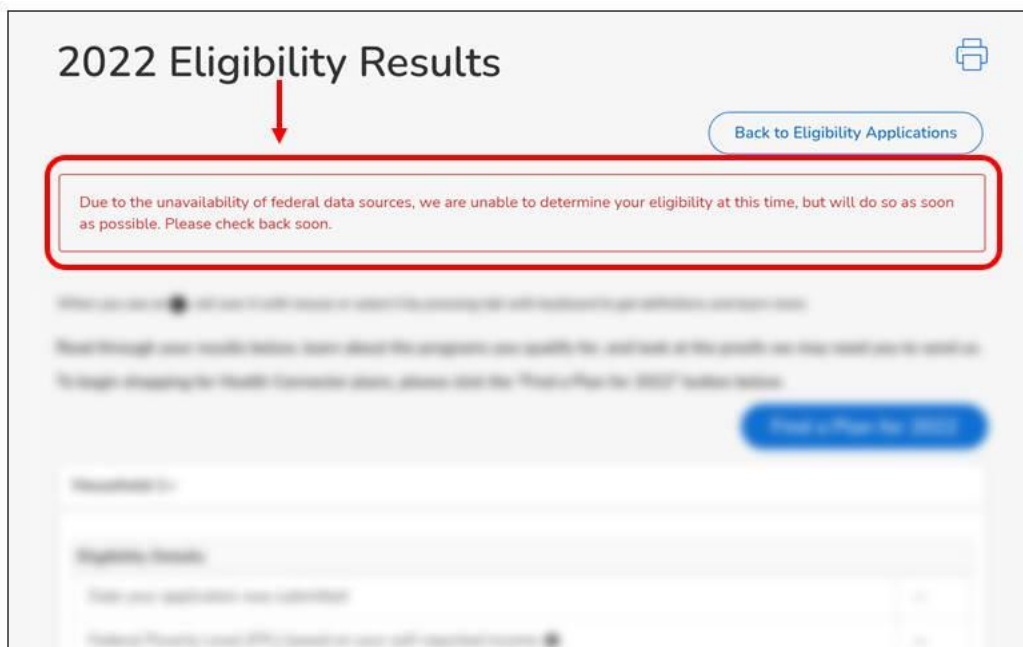
Suspended Message on Rights and Responsibility Screen

Figure 2

Eligibility Results Screen Banner Message

HIX will:

- Display a confirmation message of the **Rights and Responsibilities** page as well as an informational message on the **Eligibility Results** screen to convey that the HIX system is not able to make a program determination due to unavailability of HUB service(s) and the account holder should come back later to view the results

- Use the application submission date for eligibilities determined after HUB Services are down and the application was placed in a **Suspended** status

Note: HIX will use the determination date when the eligibility transitioned from **Suspended** to Submitted status.

Updates to Rental/Royalty and Farm/Fishing Income Questions
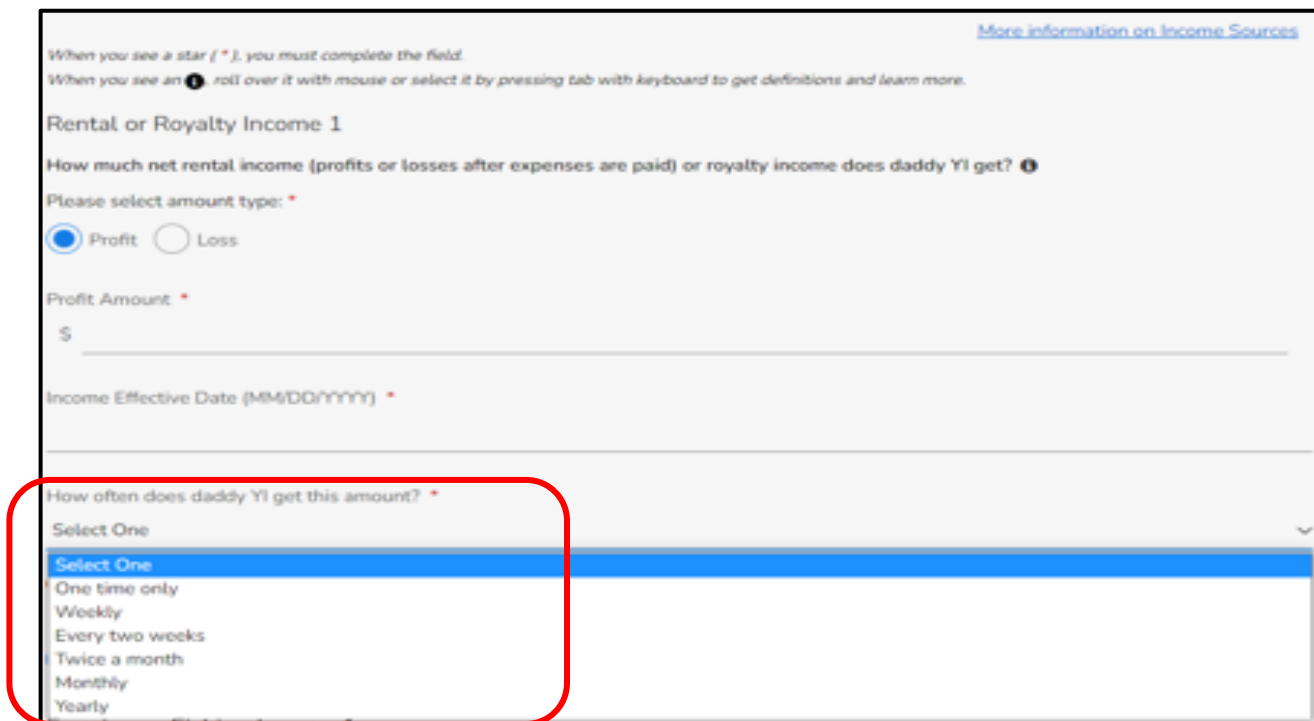
Rental/Royalty Income

Before Release 26, the system asks the user to enter rental/royalty amount (profit or loss) per month regardless of what frequency the user has selected.

Users entering rental/royalty income (profit or loss) are required to enter an amount based on a monthly frequency only. With this update the question, "What is the profit or loss you receive per rental per month?" will be revised. Instead, users will be required to enter the profit or loss income amount, and then select the preferred frequency.

The following updated language will be displayed: "How much net rental income (profits or losses after expenses are paid) or royalty income does (member/applicant) get?"

Figure 3

Rental/Royalty Income: Update to Income Frequency

Farm/Fishing Income

Before R26, HIX did not capture number of hours worked in Farming or Fishing income. With this update, HIX will allow users to enter and/or update Hours per week in Farming or Fishing Income details. For existing

individuals that have this type of income on file, HIX will default to 40 hours. Farm/Fishing hours will be a blank/mandatory field for new entries of Farm/Fishing income.

Figure 4

Farm/Fishing Income: Update, Addition of hours per week

Farming or Fishing Income 1

How much does shdgh O get from farming or fishing income?
Only tell us about the amount of profit earned after any losses (your "net" amount). If the net amount is a loss, enter the amount with a minus sign (-) in front. For example: $-200

Amount *

$

Income Effective Date (MM/DD/YYYY) *

How many hours does shdgh O work per week? *

Enhanced Application Flow

Before Release 26, the **Family & Household** section of the application requires users to input information by navigating through screens to answer questions regarding:

- **Tell Us About Your Household**
- **Parent/Caretaker Relatives**
- **Address Details**
- **Intend To Reside**
- **Enter Household Members Relationships**

    o   multiple screens display to determine the relationship among all applicants/non-applicants.

The new sequence of screens will be streamlined for the **Family & Household** section, account holders will navigate through screens to enter:

- **Address Details**
- **Intend To Reside**
- **Enter Household Members Relationships**
- **Tax Filing Information** (renamed from **Tell Us About Your Household**)
    o   **lives with** and **relationship** questions have been removed

The enhancement will improve the application flow by not asking duplicate or redundant questions.

Enhancement to MassHealth Adult Disability

MassHealth received federal authority through its 1115 Waiver of not requiring members to meet a one-time deductible or need to meet a 40 hours per month work requirement. However, the system may calculate a one-time deductible in very limited scenarios, but this will NOT impact a member's eligibility. Learn more about the Changes to Streamline MassHealth CommonHealth Eligibility for Adults.

In R26 enhancements, HIX will create the Disabled Adult Household composition and calculate the Disabled Adult Household FPL for young adults and adults.

There will be no changes to how MassHealth:

- Collects disability or Medicare information from various sources
- Verifies a disability

Reminder: Unlike MassHealth MAGI Household composition, MassHealth Disabled Adult Household composition DOES NOT base household composition on whether the individual files federal taxes or whether they are claimed as a tax dependent on a federal tax return. Instead, household composition is the same as the non-filer rules for adults.

The Disabled Adult Household composition consists of:

- individual

- individual's spouse (if residing with them)
- individual's children under 19 (natural, adopted, or step if residing with them)
  - if any of the above are pregnant, the number of expected children

The MassHealth Disabled Adult Household composition is used to determine financial eligibility for disabled adults for the following MassHealth coverage types:

- MassHealth Standard
- MassHealth Family Assistance
- Health Safety Net (HSN)
- MassHealth CommonHealth
- MassHealth Limited

MassHealth disable adult members will receive their notices through HIX.

3-Month Retro Coverage for Pregnant Individuals and Children

Due to the Public Health Emergency (PHE), MassHealth members can request retroactive eligibility start date. This flexibility will end when the PHE ends. However, beyond the PHE, the Centers for Medicare & Medicaid Services recently approved MassHealth's 1115 Demonstration Waiver. This waiver allows MassHealth to provide retroactive eligibility up to three calendar months prior to the date of application for applicants who are pregnant and for children younger than 19 years of age. To qualify for MassHealth retroactive eligibility coverage up to three months before the date of the application, the member or applicant must have been eligible during the retroactive period. Learn more about the Three-Month Retroactive Eligibility for Certain MassHealth Applicants.

In Release 26, the following new questions will seek to capture these requests in the **More About Your Household** screen:

- Do any of these people have bills for medical services they got in the last 3 months before the month we got their application? If yes, complete the rest of this section.
- What is the earliest date the member/applicant needs MassHealth? You can apply for Medicaid to help you pay for bills for medical services you got in the 3 months before the month we got your application (MM/DD/YYYY).
- Did the member/applicant have any change in circumstance during this time?

*Note: **The ACA-3 paper application will align with the online application in March 2023.**

HIX will automatically determine if the pregnant woman or child qualifies for retro coverage if:

- The requested retroactive MassHealth start date is within the past 3-months (first day of the third month back) of the paper/in-person application date or the application submission date during final Program Determination.

- Retro coverage will not be granted when the member was eligible for Health Safety Net (HSN) Full/Partial or Children's Medical Security Plan (CMSP) within the 3-month retro request timeframe or if the application is in a **Decision Pending** or **Suspended** status.

Figure 5

More About Your Household: Additional Questions

Figure 6

Family & Household Summary Screen

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Assister Portal Enhancement

Before R26, Certified Assisters completed a manual Identity Proofing (IDP) process for Assister Portal account users (Certified Application Counselors (CACs) or Navigators). Lead Assisters provided MassHealth or the Health Connector with identity proofing documents to request access to the Assister Portal for their teams.
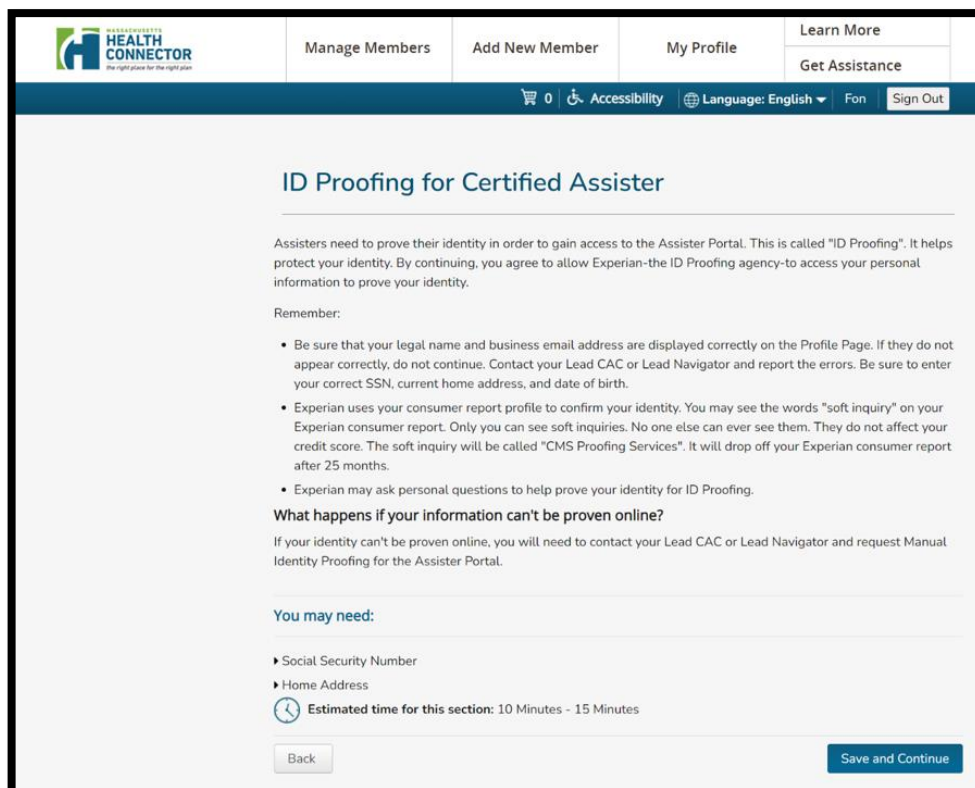
In Release 26, the system is enhanced to support the Remote Identity Proofing (RIDP) process for the Assister Portal. Lead Assisters will no longer need to email and send documents to request Assister Portal access for their team. The identity proofing process will take place during the HIX Account set up process.

The new process is outlined below:

1. New Assisters complete the required Certification Training and (if applicable) the Assister Portal course.
2. Assister will receive a Welcome email to create a HIX Assister Portal account.
3. Assister will create a MA Login account.
4. Once logged in, on the My Account page, Assister will be directed to go through the ID Proofing process (Figure 19).
5. Assister will be asked to verify their identify through the Identity Verification screen (Figure 20).
6. If successful, the Assister will be navigated to the home page.
7. If unsuccessful, after three attempts, the Assister will be navigated to the My Profile page.

Figure 7

ID Proofing for Certified Assister Screen

Identify Verification Screen

Identity Verification

About Identity (ID) Proofing

*When you see a star (*), you must complete the field.*

When you see an ❶, roll over it with mouse or select it by pressing tab with keyboard to get definitions and learn more.

In order to determine your identity, you must answer the questions below. Please choose the answers that are best associated with Fon Jack

* Model Year of your first Car (level-3) ?

- ◉ 2009
- ○ 2010
- ○ 2011
- ○ None of the above

* Year of Higher Education Completed (level-3) ?

- ○ 2005
- ○ 2006
- ○ 2007
- ○ None of the above

* Year when you joined your first job (level-3)?

- ○ 2010
- ○ 2011
- ○ 2012
- ○ None of the above

* Name of the bank of your first account (level-3)?

- ○ JP Morgan
- ○ BOA
- ○ Wells Fargo
- ○ None of the above

* Last 4 digits of SSN (level-3) ?

- ○ 3343
- ○ 5543
- ○ 6654
- ○ None of the above

Save and Continue

If the system is unable to verify the Assistor's identity, the My Profile page appears again with an error at the top page. "**The Federal Identification Proofing service cannot prove your identity. To continue, you must contact your Lead CAC or Lead Navigator a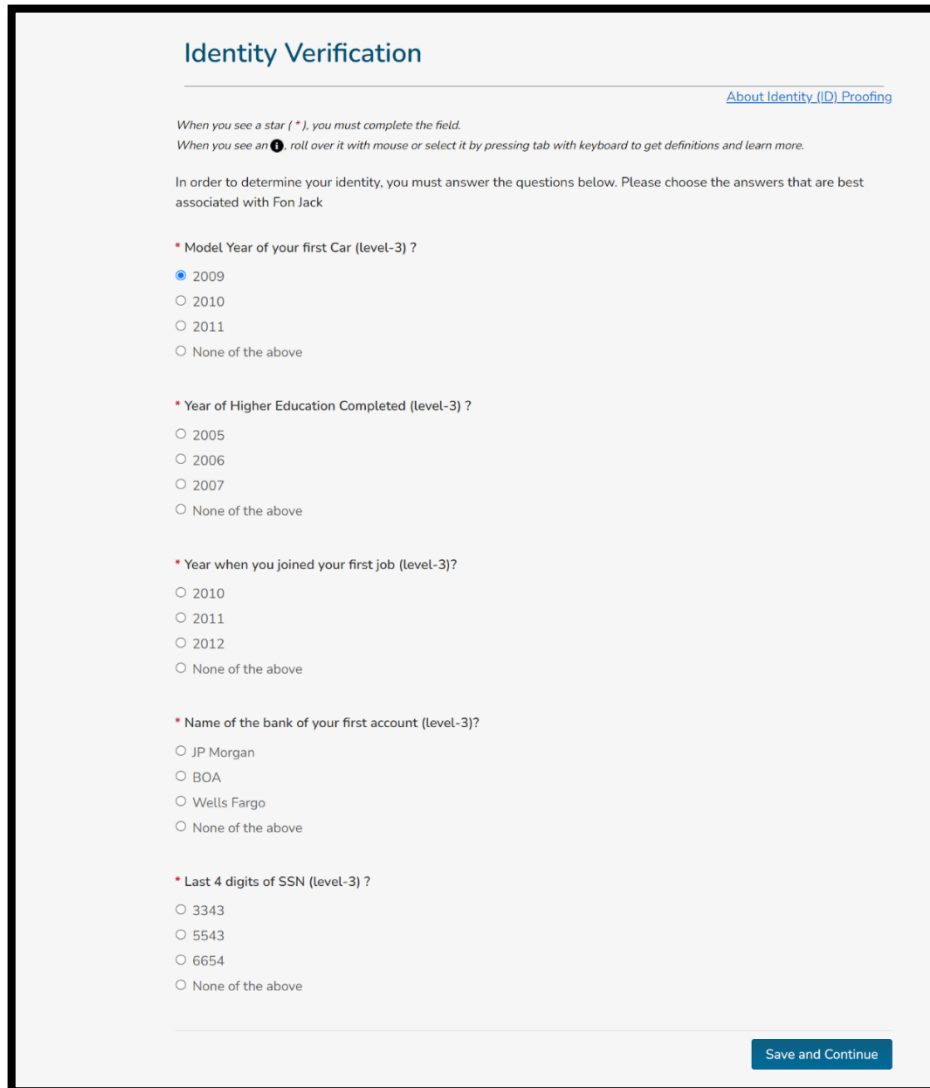nd request Manual Identity Proofing for the Assister Portal."** They will receive a notice in the mail with instructions.

Assisters can also reach out to their dedicated MassHealth or Health Connector contact using the email addresses below:

- Certified Application Counselors (CAC):
  - mahealthconnectortraining@mass.gov
- Navigators:
  - healthconnector.navigators@mass.gov